

Newsletter of the Utah State Library for the Blind and Disabled

Number 85

Spring, 2010

This newsletter is available in Braille, on cassette, or via email by contacting the library, or on the Utah State Library Division website at <http://blindlibrary.utah.gov> then click on See Note Newsletter

Patron Service Survey

Enclosed in this newsletter is a brief survey. Please take a few moments to complete the survey and mail it back to the library. If you have questions, please call:

Local: (801) 715 – 6789

Utah Toll free: (800) 662 - 5540

TDD: (801) 715- 6721

Wyoming Toll free:

(800) 453 – 4293

Thank you.

Digital Transition Update

The library is busy sending out the new digital machines as quickly as we receive them. Currently, over 1,500 machines have been distributed to Utah patrons and about 200 to Wyoming patrons. Patrons are universally happy with this machine.

The collection of books on the new digital cartridges continues to grow. The library currently circulates multiple copies of several thousand titles in the new format. Recent issues of Talking Book Topics list the new books available both in the digital format (DB – digital book) and on cassette (RC – recorded cassette). If you are

Digital Transition (continued)

not currently receiving Talking Book Topics every two months, please call the library. You may also find digital books through the library's homepage <http://blindlibrary.utah.gov> then click on Online Catalog – KLAS.

If you do not yet have a digital player and would like one, please call the library. The library will either send a machine immediately or you may be on a waiting list for a short time. The library will not send you a machine if your account is not in order (more than one cassette player checked out or overdue books). Wyoming patrons should call their local office of Wyoming Services for the Visually Impaired.

You should keep your cassette player for several years until the collection of digital books increases. New books on cassette will only be produced into early 2011. If you want to

read the latest books after that, you will need a digital player.

The new digital players are simpler to use and more reliable than the cassette players, and yet provide greater flexibility. They are also smaller, more light weight, and less expensive to manufacture than the cassette player. Books can be produced on just one cartridge rather than on multiple cassettes. The sound quality is better and there is even a sleep button to tell the player when to shut off when reading late at night or before a nap. And there is no rewinding!!! Please call the library or your local Wyoming office today to get a digital player. You'll be glad you did.

When you get your digital player, the library will select a few books to get you started until you begin to order your own books.



Utah State Library – Program for the Blind and Disabled Patron Service Survey 2010

Thank you for taking the time to complete this survey.

The survey is also available online at <http://blindlibrary.utah.gov>

If you complete the survey online, you need not return this paper copy.

Please return the survey no later than April 30, 2010.

Thank you.

Please mark the ☐ box to the left of the answer(s) that apply

1. What materials or services do you currently receive? Please mark all that apply.

☐ Cassette Books

☐ Magazines

☐ Braille Books

☐ Radio Reading Service

☐ Large Print Books

☐ Descriptive Videos

☐ Digital Books

☐ Newslines

2. How do you usually order materials from the Library?

☐ In Person

☐ Mail

☐ Automatically

☐ Telephone

☐ Internet

☐ Not Sure

3. How often do you receive materials from the Library?

☐ Daily

☐ Biweekly

☐ Quarterly

☐ Weekly

☐ Monthly

☐ Annually

4

4. How satisfied are you with the materials you receive from the library?

☐ Very Satisfied

☐ Very Dissatisfied

☐ Satisfied

☐ No Opinion

☐ Dissatisfied

5. How satisfied are you with the service provided by library staff?

☐ Very Satisfied

☐ Very Dissatisfied

☐ Satisfied

☐ No Opinion

☐ Dissatisfied

6. How would you rate the overall quality of services you receive?

☐ Excellent

☐ Good

☐ Poor

☐ Very Good

☐ Fair

☐ No Opinion

7. Do you have a computer with internet access?

☐ Yes

☐ No

☐ Not Applicable

8. Do you use the internet to (please mark all that apply):

☐ Visit our library website

☐ Download Web-Braille

☐ Order library materials
online

☐ Download digital audio
books from BARD

☐ Access the NLS catalog

☐ None of the above

9. If you download digital audio books from BARD, approximately how many items do you download per month?

- | | | |
|--------------------------------------|--|---|
| <input type="checkbox"/> 0 – 4 books | <input type="checkbox"/> 10 – 14 books | <input type="checkbox"/> 20 + books |
| <input type="checkbox"/> 5 – 9 books | <input type="checkbox"/> 15 – 19 books | <input type="checkbox"/> Not Applicable |

10. Due to the State of Utah work week, our new library hours are Monday – Thursday from 7:00 a.m. to 6:00 p.m. In your opinion do the new library hours affect library service and patron satisfaction:

- | | | |
|-------------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Positively | <input type="checkbox"/> No apparent | <input type="checkbox"/> No opinion |
| <input type="checkbox"/> Negatively | change | |

11. What is your age?

- | | | |
|---|--|--|
| <input type="checkbox"/> Under 18 years | <input type="checkbox"/> 35 – 49 years | <input type="checkbox"/> 65 – 79 years |
| <input type="checkbox"/> 18 – 34 years | <input type="checkbox"/> 50 – 64 years | <input type="checkbox"/> 80 + years |

12. Please mark the answer that applies.

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

13. If you would like library staff to contact you about our library services, please include your name and phone number below.

14. Please use the lines below to provide any additional comments.

Please remove the survey from the newsletter. Please return it to the library by folding it so that the library's address is on the outside. No postage is necessary.

_____ **Fold Here** _____

**Free Matter for the Blind
or Disabled**

**Utah State Library
for the Blind and Disabled
250 North 1950 West, Suite A
Salt Lake City, UT 84116 – 7901**

Consumer Advisory Committee

The Consumer Advisory Committee of the Utah State Library for the Blind and Disabled meets quarterly at the State Library in Salt Lake. There are 4 positions currently open. One of the positions is for a patron with a learning disability and one is for the parent of a child patron. Appointment to this committee involves a 4 year commitment, which begins in September, 2010.

If you are a patron of the library, a patron with a learning disability, or the parent of a child patron, and would like to serve on this committee, please send a letter of interest and a brief resume by May 31, 2010 to

Bessie Oakes
Program Manager
Utah State Library
for the Blind and Disabled
250 North 1950 West, Suite A
SLC, UT 84116-7901
Or email her at
boakes@utah.gov

Overdue Books

Please return books within a month or two of when you receive them or you may get an overdue notice. This is important particularly for the new Digital Books because of great demand for limited copies. Thank you.

Volunteer Corner

When you need time off this summer, please notify James Shulfer, the Volunteer Coordinator, so that he can find a volunteer substitute for your assignment while you're away.

Calendar

The library will close Monday, May 31st for Memorial Day.

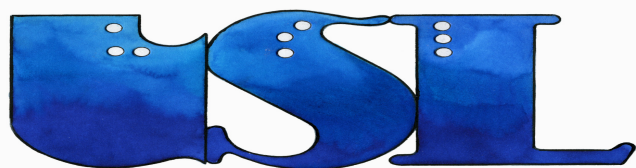
Independence Day (July 4) and Pioneer Day (July 24) both fall on a weekend. The Library will not close during these weeks, but will be open regular hours, Monday-Thursday 7 am - 6 pm.

"What is the essence of life?
To serve others and to do good."
- Aristotle

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Return Service Requested



Utah State Library